



QUALITY CARE | PERSONAL TOUCH

2008 ANNUAL REPORT

VA DESERT PACIFIC
HEALTHCARE NETWORK



WWW.DESERTPACIFIC.VA.GOV



Ronald B. Norby,
Network Director

OUR MISSION

is to honor
America's veterans
by providing
exceptional health
care that improves
their health and
well-being

90% of
veterans live
within
30 minutes or
30 miles from
VA care

VA DESERT PACIFIC HEALTHCARE NETWORK



SERVING VETERANS THROUGHOUT SOUTHERN CALIFORNIA AND SOUTHERN NEVADA

The VA Desert Pacific Healthcare Network is one of 21 Veterans Integrated Service Networks (VISNs) operated nationwide by the United States Department of Veterans Affairs (VA). Our Network includes five hospitals and 29 community clinics that serve 1.4 million veterans in Southern California and Southern Nevada.

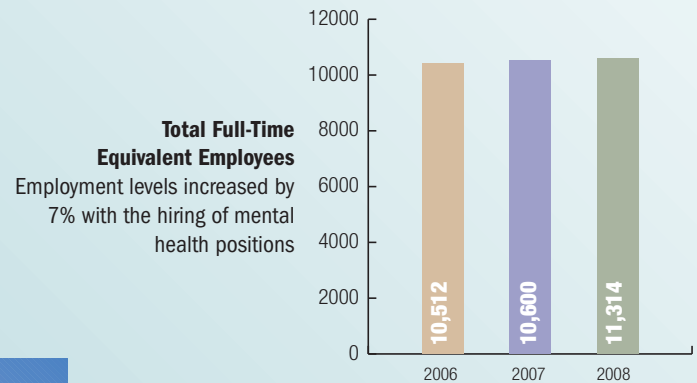
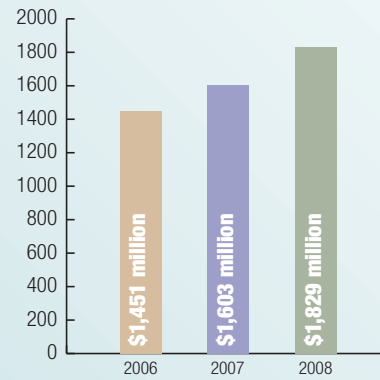


VETERANS

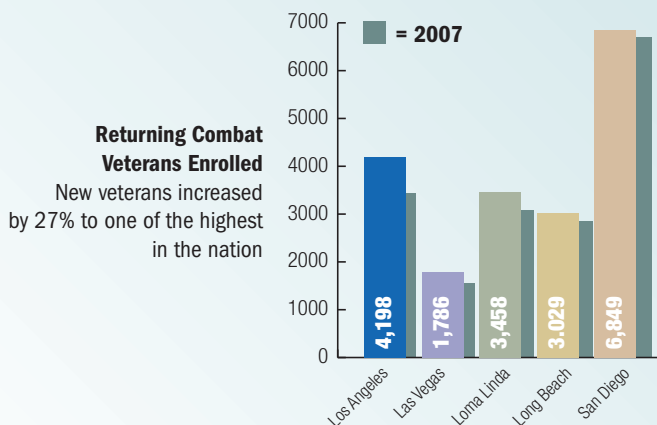
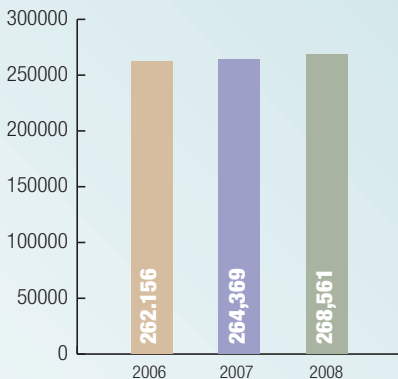
- 2% growth in unique veterans
- Increasing numbers of Operation Enduring Freedom and Iraqi Freedom veterans needing specialized services
- Growth in women veterans serving 112,700 network-wide

RESOURCES

- 7% rise in full time equivalent employees
- Increase in funding for special programs
- \$23.9 million received for expansion of mental health programs
- Added 254 new mental health positions between FY05-08
- Maintained bed capacity with 998 acute, 610 nursing home, 321 domiciliary, and 30 psychiatric residential beds



YEAR IN REVIEW



QUALITY AND ACCESS

- VA out-performs private sector hospitals in all measures of quality
- Care provided when needed using advanced clinic access techniques
- Appointments offered within 30 days
- Welcome home outreach events held for new veterans

RESEARCH AND EDUCATION

- Largest medical research and health professions education in the VA system
- Trained 767 medical residents and thousands of nursing and allied health students
- 617 researchers conducted over 2,100 projects with more than \$120 million in total funding
- Affiliated with some of the finest medical schools in the United States including:
 - Univ. of California, Los Angeles (UCLA)
 - Univ. of Southern California (USC)
 - Univ. of California, San Diego (UCSD)
 - Univ. of California, Irvine (UCI)
 - Univ. of Nevada (UN)

OUR FACILITIES



VA Greater Los Angeles Healthcare System

Serving Veterans in Los Angeles, Ventura, Santa Barbara and Kern Counties

Medical Center in West Los Angeles
Community Clinics in Bakersfield, East Los Angeles, Gardena, Lancaster, Los Angeles, Oxnard, Pasadena, San Luis Obispo, Santa Barbara, Santa Maria and Sepulveda.

11301 Wilshire Boulevard
Los Angeles, CA 90073
(310) 478-3711
www.losangeles.va.gov



VA Loma Linda Healthcare System

Serving Veterans in San Bernardino and Riverside Counties

Medical Center in Loma Linda
Community Clinics in Corona, Palm Desert, Sun City and Victorville

11201 Benton Street
Loma Linda, CA 92357
(909) 825-7084
www.lomalinda.va.gov



VA San Diego Healthcare System

Serving Veterans in San Diego and Imperial Counties

Medical Center in San Diego
Community Clinics in Chula Vista, Escondido, Imperial Valley, Mission Valley and Vista with a clinic under construction in Oceanside

3350 La Jolla Village Drive
San Diego, CA 92161
(858) 552-8585
www.sandiego.va.gov

FACILITY STATISTICS

Unique Veterans Served	77,642	58,303	59,610
FTEE	4,127	1,952	2,221
Allocated Budget	\$580,014,954	\$297,687,779	\$357,563,813
Inpatients Treated	7,905	7,799	6,285
Inpatient Satisfaction	82%	79%	81%
Percentage of Primary Care Patients seen within 30 days	99%	99%	99%
Outpatient Visits	1,073,560	546,017	618,807
Outpatient Satisfaction	72%	78%	82%



CAPITAL INFRASTRUCTURE IMPROVEMENTS

New Facilities:

- Medical Center and Nursing Home – Las Vegas
- Blind Rehabilitation, Outpatient Clinic and Administrative Buildings – Long Beach
- Parking Structure – Loma Linda
- Ambulatory Care Center – Loma Linda

Seismic Projects:

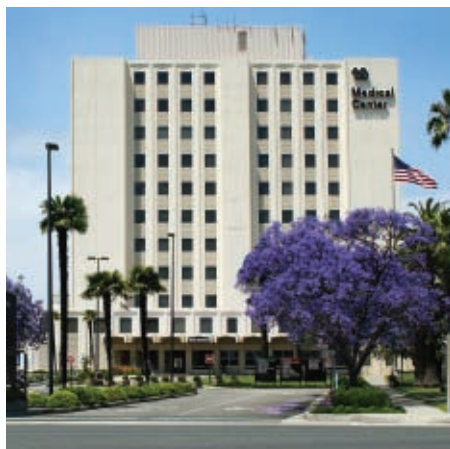
- Long Term Care and Mental Health Buildings – Long Beach
- Inpatient Bed Tower – Los Angeles
- Spinal Cord Injury Center – San Diego

CARES:

- State Veterans Home – Los Angeles
- National Cemetery Expansion – Los Angeles
- Fisher House – Los Angeles

Community Clinics

- Oceanside Clinic
- Laughlin Satellite Clinic
- Imperial Valley Clinic Expansion



VA Long Beach Healthcare System

Serving Veterans in Orange and Los Angeles Counties

Medical Center in Long Beach
Community Clinics in Anaheim, Cabrillo, Santa Ana, South Orange County, and Whittier/Santa Fe Springs

5901 East 7th Street
Long Beach, CA 90822
(562) 826-8000
www.longbeach.va.gov



VA Southern Nevada Healthcare System

Serving Veterans in Clark, Lincoln and Nye Counties

Medical Center shared with the Air Force at the Mike O'Callaghan Federal Hospital with outpatient clinics throughout Las Vegas
Community Clinics in Henderson and Pahrump

P.O. Box 360001
Las Vegas, NV 89036
(702) 636-3000
www.lasvegas.va.gov

FACILITY STATISTICS

Unique Veterans Served	44,022	40,268
FTEE	1,996	1,018
Allocated Budget	\$330,085,523	\$211,251,056
Inpatients Treated	5,740	2,421
Inpatient Satisfaction	77%	87%
Percentage of Primary Care Patients seen within 30 days	99%	100%
Outpatient Visits	513,503	449,767
Outpatient Satisfaction	77%	71%



QUALITY

Accomplishments

- Screened new combat veterans for depression, suicide, brain injury and PTSD
- Established Suicide Prevention Coordinators at all facilities
- Combined mental health services with primary care to provide improved access to care
- Lead the nation in ICU care measures
- Initiated patient-centered care programs at all facilities

Goals

- Establish centers to assist veterans transition from DoD to VA healthcare
- Redesign our clinical and administrative systems to improve performance
- Create a homelike nursing home environment
- Transform our culture to be patient centered using Planetree techniques



SATISFACTION

Accomplishments

- Improved inpatient satisfaction scores
- Conducted real-time inpatient and outpatient surveys measuring provider satisfaction
- Contacted patients by phone and letter after discharge to assess their satisfaction
- Conducted quarterly focus groups of new veterans and their families
- Contracted with 24hour Fitness to provide discounted membership rates for veterans

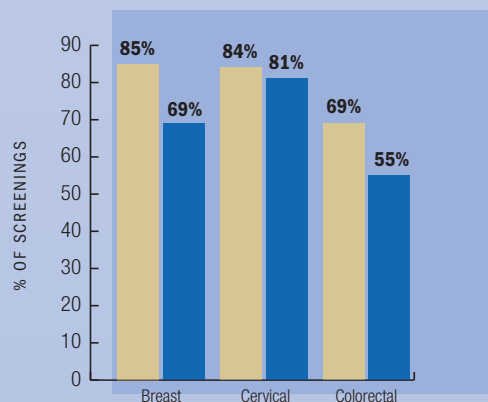
Goals

- Expand outpatient satisfaction surveys to review the care provided by specialists
- Improve telephone systems at all sites
- Enhance patient education tools for weight, diabetes and hypertension control
- Transform our culture to focus on meeting the needs of the veteran and their family
- Use focus group information to improve services for new veterans

Cancer Screening

Out-performed private sector healthcare

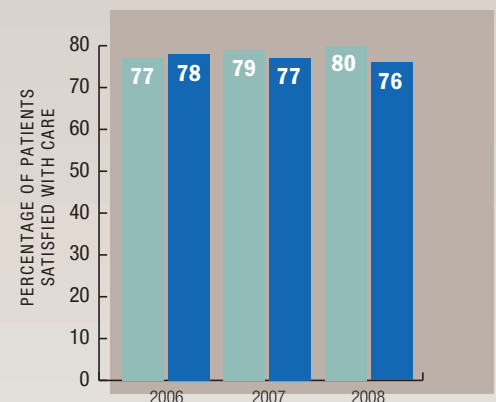
■ = Network 22
■ = Private Sector



Inpatient and Outpatient Satisfaction

Patient satisfaction remained stable

■ = Inpatient
■ = Outpatient





ACCESS

Accomplishments

- Enhanced Mental Health and PTSD Services at community clinics
- Established a Veterans Court with Orange County
- Improved access to appointments for new and existing veterans
- Opened a new community clinic in Laguna Hills
- Expanded the Imperial Valley and Sun City community clinics

Goals

- Open new satellite clinic in Laughlin, NV
- Use focus group data to improve services for new veterans
- Enhance End of Life Care services
- Expand services for women veterans
- Enhance mental health services to meet the unique needs of veterans



WORKFORCE DEVELOPMENT

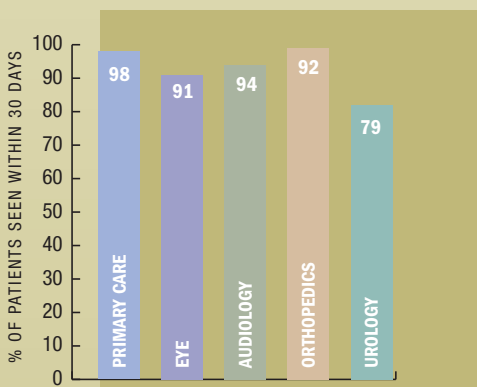
Accomplishments

- Enhanced employee satisfaction in all areas of employment as noted in the 2008 National All Employee Survey
- Completed 74 mediation/facilitation cases through the Conflict Resolution Program saving the Network \$660,000
- Enhanced the CREW (Civility, Respect & Engagement in the Workplace) program at each facility

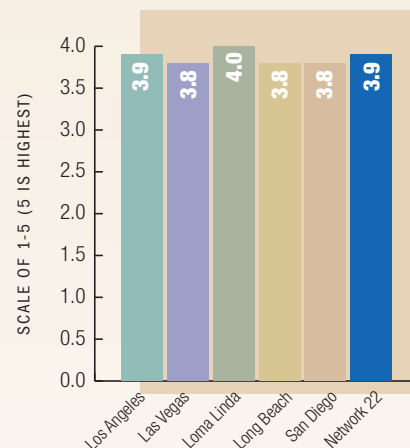
Goals

- Identify and develop organizational leaders at all grade levels
- Expand educational opportunities (i.e., School-At-Work) at all facilities
- Enhance and expand educational partnerships with local community learning institutions

New Patients Seen within 30 Days
Appointment availability to new veterans improved



Employee Satisfaction
Satisfaction is among the highest nationally in VA



Medical Centers

VA Southern Nevada Healthcare System

P.O. Box 360001
Las Vegas, NV 89036
702-636-3000

VA Loma Linda Healthcare System

11201 Benton Street
Loma Linda, CA 90822
909-825-7084

VA San Diego Healthcare System

3350 La Jolla Village Drive
San Diego, CA 92161
858-552-8585

Mike O'Callaghan Federal Hospital

4700 Las Vegas Boulevard North
Las Vegas, NV 89191
702-653-2215

VA Long Beach Healthcare System

5901 E. 7th Street
Long Beach, CA 90822
562-826-8000

VA Greater Los Angeles Healthcare System

11301 Wilshire Boulevard
Los Angeles, CA 90073
310-478-3711

Community Clinics

Anaheim 1801 W. Romneya Drive 3rd Floor, Suite 304 Anaheim, CA 92801	714-780-5400	Imperial Valley 1600 South Imperial Drive El Centro, CA 92243	760-352-1506	Santa Ana 2740 S. Bristol Street, First Floor, Suite 110 Santa Ana, CA 92704	714-825-3500
Antelope Valley 547 W. Lancaster Boulevard Lancaster, CA 93534	661-729-8655	Laguna Hills 25292 McIntyre Street Laguna Hills, CA 92653	949-269-0700	Santa Barbara 4440 Calle Real Santa Barbara, CA 93110	805-683-1491
Bakersfield 1801 Westwind Drive Bakersfield, CA 93301	661-632-1800	Las Vegas – Homeless Veterans 916 West Owens Avenue Las Vegas, NV 89106	702-636-4077	Santa Maria 1550 East Main Street Santa Maria, CA 93454	805-354-6000
Cabrillo 2001 River Avenue, Bldg. 28 Long Beach, CA 90810	562-826-8414	Laughlin Outreach Clinic Coming Soon!		Sepulveda 16111 Plummer Street Sepulveda, CA 91343	818-891-7711
Chula Vista 835 3rd Avenue, Suite B Chula Vista, CA 91910	619-409-1600	Los Angeles 351 E. Temple Street Los Angeles, CA 90012	213-253-2677	Sun City 28125 Bradley Road Suite 130 Sun City, CA 92586	951-672-1931
Corona 800 Magnolia Avenue, Suite 101 Corona, CA 92879	951-817-8820	Mission Valley 8810 Rio San Diego Drive San Diego, CA 92108	619-400-5000	Upland 1238 E. Arrow Highway Suite 100 Upland, CA 91786	909-946-5348
East Los Angeles 5400 E. Olympic Boulevard, Suite 150 City of Commerce, CA 90040	323-725-7557	Oxnard 250 W. Citrus Grove Avenue, Suite 140 Oxnard, CA 93030	805-983-6384	Victorville 12138 Industrial Boulevard Suite 120 Victorville, CA 92392	760-951-2599
Escondido 815 East Pennsylvania Avenue Escondido, CA 92025	760-466-7020	Palm Desert 41865 Boardwalk, Suite 103 Palm Desert, CA 92211	760-341-5570	Vista 1840 West Drive Vista, CA 92083	760-643-2000
Gardena 1251 Redondo Beach Boulevard, 3rd Floor Gardena, CA 90247	310-851-4705	Pahrump 2100 E. Calvada Boulevard Pahrump, NV 89048	775-727-7535	Whittier/Santa Fe Springs 10210 Orr and Day Road Santa Fe Springs, CA 90670	562-862-5565
Henderson 2920 Green Valley Parkway, Suite 215 Henderson, NV 89014	702-456-3825	Pasadena 420 S. Las Tunas Drive San Gabriel, CA 91776	626-289-5973		
		San Luis Obispo 1288 Morro Street, Suite 200 San Luis Obispo, CA 93401	805-543-1233		

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